

ABSTRACT OF THE DISCLOSURE

A Multimedia Telecommunications Call Center provides integrated video, audio, data and telephony functionality, together with connectivity to the Internet, ISCN, PSTN, and other wide-area networks. The Call Center includes a Local Area Network having a Gateway and a Gatekeeper. Incoming multimedia calls are received by the Gateway and are permitted onto the network under control of the Gateway and are permitted onto the network under control of the Gatekeeper. Communications between the Gateway and the Gatekeeper preferably take place across the network and comply with the ITU H.323 standard protocol. Communications between the Gatekeeper and the Call Manager preferably take place across the network and comply with the European Computer Manufacturers Association CSTA standard protocol.